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**NEW ZEALAND —
INSURANCE INDUSTRY
— AWARDS 2019**

Submission Criteria Guide

It is with great pleasure that I present the 2019 New Zealand Insurance Industry Awards Submission Criteria Guide.

Hosted by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF), the New Zealand Insurance Industry Awards is the industry's night of nights. Marking their eighth year in 2019, the Awards are an annual celebration acknowledging the accomplishments of individuals and businesses in the New Zealand insurance industry and the positive impact that our industry has on the community.

There are several categories available to enter, ensuring the opportunity for recognition in numerous areas. I am pleased to announce a new category for 2019. We have retired the Women's Employer of the Year and the Young Insurance Professionals Employer of the Year and created a new category – Excellence in Workplace Diversity and Inclusion. This change recognises the need for businesses to create diverse and inclusive workplaces which includes for example gender, culture, ability and age diversity.

Submissions open on Tuesday 7 May and close Friday 12 July. The Awards are decided by an esteemed panel of industry judges who read and score each submission individually and vote under the supervision of Deloitte. This guide outlines each award category and the criteria required for submission and includes tips for writing an award-winning submission.

Once again, I invite you to apply and participate in this wonderful celebration of our industry. If you have any queries regarding the Awards, please contact ANZIIF Team Leader, Events Rachel Magill on +613 9613 7273 or rmagill@anziif.com

I look forward to receiving your submissions and seeing you at the Awards at The Cordis Hotel, Auckland on Wednesday 27th November. And, of course, best of luck.

Sincerely,



PRUE WILLSFORD
Chief Executive Officer

Submission Guidelines and Tips

Entering the annual New Zealand Insurance Industry Awards is a great way to showcase your achievements, gain recognition for your successes and promote your business to staff and customers. We understand the effort, emotion and time it takes to write an Awards submission. Judges are only allowed to use the information provided in a submission, so putting effort into your document is important. Across most categories, the top submissions can be within one or two marks of each other. Your challenge is to write a submission to the judging panel with the goal of convincing them that yours is the best in the category. Write it in a compelling way and make sure it is based on evidence. Remember, the judges have many entries to evaluate in some categories, so make yours memorable and easy to read.

The following guidelines and tips provide an insight into the judging process for the Awards and will assist you to write an award-winning submission.

1. The judging process

Judges are well-respected, senior insurance professionals selected from across the industry. They volunteer their time to participate in the judging process. Judges are bound by confidentiality and recuse themselves when there is a potential conflict. The judging panel is overseen by a presiding judge. There are two parts to the judging process.

Part 1 Each judge independently reads, reviews and marks every submission across all categories allocated. The judges then submit their marking sheets and scores to ANZIIF. Scores are collated by ANZIIF and used to establish a list of finalists who will receive particular consideration on judging day.

Part 2 A judging day is convened. Judges attend in person or via teleconference. Judges discuss submissions against the criteria for that category. Each judge then confidentially ranks the submissions in each category and provides their rankings to Deloitte, who aggregate the rankings to determine the winners. Judges are not privy to the winner in each category until they are announced on the evening of the Awards.

Sponsorship management and judging are separate processes. Sponsors play no part in selecting the finalists or winners. Each submission is assessed on merit against the judging criteria.

2. Keeping to the word limit

When you enter your submission this year, you are required to declare your word count. Submissions exceeding the word limit by more than 10 per cent will have a 10 per cent penalty automatically deducted from their marks.

Word count software is used to verify your declared word limit.

Note: words in images/charts/graphs etc. are counted towards your total word count.

As a general principle, if you are directing the judges to read something as part of your submission then it is included in the word count. An allowance is applied to account for headers, footers, title pages and repetitions of the question so you do not need to include those in your calculations.

Pay attention to the weighting of each question, as this will help you to decide where to focus your efforts. Make sure that your language is concise and purposeful; for example, judges are familiar with Net Promoter Scores, so don't waste words explaining them. Use diagrams and tables, as these can be a more efficient way of communicating your point

3. Addressing the criteria

In recent years, some submissions have failed to address all the criteria for the category being entered. The judges' scoring sheets are aligned to the criteria, so it is important you address each one. If you do not address a criterion, you will receive no marks for it, making it much less likely your entry will be the winning one.

For some criteria, you may be asked to address several parts of a question. The total points allocated to each criterion will generally reflect this. For example, a three-part question may be worth 15 marks in total, with each part marked out of five. If you only answer one part of a multi-part question, your mark will be awarded accordingly.

Judges only base their decisions on the information you provide in your submission, so make sure that you answer each part of each question thoroughly. Again, check the weighting of different criteria to determine which questions require the most effort.

Submissions failing to address any of the criteria — for instance, by using a previous year's criteria or providing information that does not address any of the criteria — will be automatically disqualified and not sent to the judges.

4. Providing evidence

Avoid making vague or unsupported claims. Award-winning submissions always include data and evidence because doing so ensures credibility and believability. A general claim such as 'customer satisfaction increased' is much stronger when evidence is given: 'Customer satisfaction increased by 20 per cent, as demonstrated in the graph below.'

There is no need to be concerned about the confidentiality of your information when providing evidence, as all judges sign confidentiality agreements and are excluded from reviewing or participating in categories in which they may have a conflict of interest.

5. Tips for written submissions

The 2019 Awards are for the period of 1 April 2018 – 31 March 2019 (unless otherwise stated), and they relate to your New Zealand business operations only. Please ensure that this is reflected in your response.

Winning submissions answer the criteria in the order which it is presented, as this reflects the order on the judges' scoring sheet. When addressing each criterion, write it at the top of the page, presenting all your responses within a single document. Make your submission less text-heavy by including graphs, diagrams, illustrations, charts and images, as these visual elements can enhance your entry's readability.

You don't need to spend a lot of money or time on presenting the most creative or visually appealing submission. A well-written, thoughtful response presented as a Microsoft Word document will attain a higher score than a submission that is very creative but doesn't address the criteria.

Have an independent party proofread your submission to ensure you have answered the criteria and to check spelling, grammar and syntax. Consider asking an independent person who is not close to the entry to judge it against the criteria to ensure you have not missed anything.

Be careful about recycling award entries from prior years, as judging criteria and focus can vary substantially from year to year.

Note: When sending your submission, please don't send it as a locked PDF file.

6. Choosing award categories wisely

A good submission requires a great deal of work, so don't be tempted to enter multiple categories unless there is a good reason for you to do so. In the past, companies who have entered many categories, have inevitably failed to address the specific criteria for each category.

7. Right not to award a category

The New Zealand Insurance Awards celebrate excellence. The judging panel have the right not to award a category if they do not believe the submissions received meet this standard. In this event, entrants will be notified that the category will not be awarded.

8. Right to revoke an award

The presiding judge has the right to revoke an award made to an individual or organisation should that individual or organisation act in a manner that brings the intention of the award into disrepute.

9. Varying criteria

Only the presiding judge can vary criteria. Requests for variation must be made in writing to Rachel Magill at rmagill@anziif.com. Please allow five working days for a written response, which will include any conditions associated with the change in criteria.

10. Varying deadline

In exceptional circumstances, the deadline for submission may be extended by a maximum of three working days. Requests for variation, along with an explanation as to why you are seeking the variation, must be made in writing to Rachel Magill at rmagill@anziif.com. Please allow one working day for a written response, which will include any conditions associated with the change in deadline.

11. Submitting

Submissions can be made online at anziif.com/nzawards or via email to nzinsuranceawards@anziif.com. If submitting by email, please ensure to send the cover sheet and other accompanying documentation which can be downloaded at anziif.com/nzawards.

12. Notification of finalists

Company-based award finalists and Young Insurance Professional of the Year finalists will be notified in writing within three working days of judging day. Insurance Leader of the Year and ANZIIF Lifetime Achievement Award finalists will remain confidential.

Announcement of finalists will be made in a media release as well as in an email to ANZIIF members. Please ensure that you carefully complete the cover sheet which must be included with your submission so the correct company name is included in all announcements.

Please note that if only one submission is received for a category, judges will make an award in the category based on the merit of the submission received and finalists will not be announced.

13. Help and further information

If you're in doubt or need help, give ANZIIF a call. The team are well versed in the awards criteria and can answer any questions you have about the criteria or the process. No question is a silly question. Asking us may help you to improve your submission. Please contact Rachel Magill on +61 3 9613 7273 or via email rmagill@anziif.com.

2019 – AWARD CATEGORIES

Small - Medium Broking Company of the Year

This award is open to small-medium insurance broking companies who have demonstrated strong performance and outstanding service for their customers in New Zealand from 1 April 2018 and 31 March 2019. Companies with a gross premium under \$50 million or revenue under \$15 million are eligible for this award.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a standalone, or is a division of a larger organisation or is part of a broking network; b. your business strategy and objectives; c. how you manage your underwriting relationships and overview the impact this has on your business.	10%
2. Overview and discuss how you approach sales in your business. This should include: a. any programs or added value services offered; c. any measures you have in place to assess customer satisfaction; d. your data for client retention over the previous 3 years.	20%
3. How is your business transitioning to a solution based model?	15%
4. a. Describe a major change or innovation implemented in the last year that addresses a business issue or change in the market; b. Identify further changes you see in your market in the next 3–5 years and describe what you are doing to prepare for these.	15%
5. Provide and describe your financial results for the last 3 years including but not limited to: premium growth, gross income, profit, GWP and headcount.	10%
6. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, percentage of insurance qualified staff and percentage of staff who undertake professional development.	20%
7. Describe how your business contributes to the professionalism of the insurance industry in terms of industry involvement, your customers and any philanthropic support to the community.	10%

The submission MUST be 2,750 words or less.

Large Broking Company of the Year

This award is open to large insurance broking companies that have demonstrated strong performance and outstanding service for their customers in New Zealand between 1 April 2018 and 31 March 2019. Companies with a gross premium over \$50 million or revenue over \$15 million are eligible for this award.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a standalone, or is a division of a larger organisation or is part of a broking network; b. your business strategy and objectives; c. how you manage your underwriting relationships and overview the impact this has on your business.	10%
2. Overview and discuss how you approach sales in your business. This should include: a. any programs or added value services offered; b. any measures you have in place to assess customer satisfaction; c. your data for client retention over the previous 3 years.	20%
3. Overview your risk management business and provide an example of where you have delivered value to your customer. Provide data to support your answer.	15%
4. a. Describe a major change or innovation implemented in the last year that addresses a business issue or change in the market. b. Identify further changes you see in your market in the next 3–5 years and describe what you are doing to prepare for these.	15%
5. Provide and describe your financial results for the last 3 years including but not limited to premium growth, gross income, profit, GWP and headcount.	10%
6. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, percentage of insurance qualified staff and percentage of staff who undertake professional development.	20%
7. Describe how your business contributes to the professionalism of the insurance industry in terms of industry involvement, your customers and any philanthropic support to the community.	10%

The submission MUST be 3,500 words or less.

Underwriting Agency of the Year

This award recognises a New Zealand underwriting agency that has demonstrated excellent technical skills, strong underwriting results and outstanding client service between 1 April 2018 and 31 March 2019. Definition: Underwriting agencies holding authority to quote and issue insurance products on behalf of principal insurers and/or Lloyd's.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a standalone, or is a division of a larger organisation; b. your business strategy and objectives.	10%
2. What differentiates your organisation from your competitors? Provide an overview of your customers and the products and services you provide to them and explain why your offering is unique. Provide data.	15%
3. Provide an overview of your claims management support for customers and your engagement with insurers. This should include details of the lodgement process, allocation of resources and dispute resolution. Provide an example of where you were involved in a major claim, your involvement and the customer outcome.	10%
4. Provide an overview of the measures you have in place to assess customer satisfaction and provide the data. This should include any survey results.	15%
5. a. Describe a major change implemented in the last year that addresses a business issue or change in the market. b. Identify further changes you see in your market in the next 3–5 years and describe what you are doing to prepare for these	15%
6. Provide your financial results over the last 3 years. Provide commentary on the results including business growth, headcount changes, client retention and profitability.	10%
7. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, percentage of insurance qualified staff and percentage of staff who undertake professional development.	15%
8. Describe how your business contributes to the professionalism of the insurance industry in terms of industry involvement, your customers and any philanthropic support to the community.	10%

The submission MUST be 2,500 words or less.

Direct General Insurance Company of the Year

This award is open to licensed general insurance companies, subsidiaries of, or joint venture business selling through the direct channel (but not underwriting agencies or intermediated insurers) that have demonstrated strong performance and outstanding service for their customers in New Zealand between 1 April 2018 and 31 March 2019. These can include individual direct brands for large insurance organisations.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a standalone, or is a division of a larger organisation; b. your business strategy and objectives.	10%
2. Describe the sales and marketing strategies and programs that you implement to engage customers.	10%
3. Overview the measures you have in place to assess customer satisfaction, including data for the past 3 years and a description of what you do with the results. Include claims satisfaction data in your response.	15%
4. Describe a recent situation that has occurred where your organisation has added significant value to your customers and the wider community. Provide data.	15%
5. Describe how your business is responding to the Fair Insurance Code and how you measure your performance to this code. Include details of complaints including numbers and how you deal with them.	10%
6. Provide financial results from the last 3 years including but not limited to GWP, client retention, gender pay equity, underwriting result, after-tax profit, net loss ratios, combined operating ratios and capital ratio. Provide commentary on your results.	10%
7. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, succession planning, gender equity, percentage of insurance qualified staff and percentage of staff who undertake professional development.	15%
8. Describe how your business contributes to the professionalism of the insurance industry in terms of industry involvement, your customers and any philanthropic support to the community.	5%
9. Identify the changes you see in the market in the next 3-5 years and describe what you are doing to prepare for these.	10%

The submission MUST be 3,500 words or less.

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Intermediated Insurance Company of the Year

This award recognises licensed* general insurance companies (but not underwriting agencies or direct insurers) who have demonstrated strong performance and outstanding service for their customers in New Zealand between 1 April 2018 and 31 March 2019.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a standalone, or is a division of a larger organisation; b. your business strategy and objectives; c. your major customer segments/product classes and the service model you operate. Where possible provide percentages to enhance the overview.	10%
2. Describe the sales and marketing strategies and programs that you implement to engage customers.	10%
3. Overview the measures you have in place to assess customer satisfaction, including data for the past 3 years and a description of what you do with the results. Include claims satisfaction data in your response.	15%
4. Describe a recent situation that has occurred where your organisation has added significant value to your customers and the wider community. Provide data.	15%
5. Describe how your business is responding to the Fair Insurance Code and how you measure your performance to this code. Include details of complaints including numbers and how you deal with them.	10%
6. Provide financial results from the last 3 years including but not limited to GWP, client retention, gender pay equity, underwriting result, after-tax profit, net loss ratios, combined operating ratios and capital ratio. Provide commentary on your results.	10%
7. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, succession planning, gender equity, percentage of insurance qualified staff and percentage of staff who undertake professional development.	15%
8. Describe how your business contributes to the professionalism of the insurance industry in terms of industry involvement, your customers and any philanthropic support to the community.	5%
9. Identify the changes you see in the market in the next 3-5 years and describe what you are doing to prepare for these.	10%

*Licensed under Section 19 of the Insurance (Prudential Supervision) Act 2010

The submission **MUST** be 3,500 words or less

Life Insurance Company of the Year

This award is for licensed* life insurance companies that have demonstrated strong performance, responded to market changes and provided outstanding service for their customers and intermediaries in New Zealand between 1 April 2018 and 31 March 2019.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured and whether the business operates as a stand-alone business or is a division of a larger organisation; b. your business strategy and objectives.	15%
2. Overview the measures you have in place to assess customer satisfaction, provide the data for the past 3 years and comment on the results. Include claims satisfaction data in your response.	20%
3. Describe any major changes or innovations implemented in the last year that have benefited your customers – provide details on how and why and include relevant data.	15%
4. Provide financial results from the last 3 years including but not limited to insurance risk premium, investment income, client retention, gender pay equity, lapsed policy rates, after-tax profit and cost-to-income ratio. Comment on the results.	15%
5. Provide an overview of your approach to staff development in your business. This should include: a. your approach to insurance qualifications and structured education programs; b. ongoing learning and development activities; c. staff retention; d. measures of success e.g. staff engagement, staff turnover, succession planning, gender equity, percentage of insurance qualified staff and percentage of staff who undertake professional development.	15%
6. Describe how your company contributes to the professionalism of the insurance industry in terms of industry support, your customers and your philanthropic support to the community.	10%
7. Identify the changes you see in your market in the next 3-5 years and describe what you are doing to prepare for these.	10%

**Licensed under section 19 of the Insurance (Prudential Supervision) Act 2010*

The submission MUST be 3,000 words or less.

Innovation of the Year

This category is open to organisations, teams or individuals operating in the New Zealand insurance industry. The innovation must be **new** rather than a performance or product enhancement. The innovation must have been launched in the New Zealand marketplace between 1 January 2018 and 31 December 2018.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of the innovation. This should include: a. a description of the innovation; b. the purpose and background of the innovation; c. specific objectives for the innovation.	15%
2. Describe the development process for the innovation from conception through to prototyping and launch. Describe any challenges and how you overcame them.	20%
3. Explain the extent of the innovation: a. in comparison to any existing like products or services; b. its unique value proposition to customers.	15%
4. Outline how the innovation has benefited: a. your business (include financial impact); b. your customers; c. the industry.	30%
5. Present the results of the innovation in relation to your initial objectives and customer feedback. Include data.	20%

The submission MUST be 2,200 words or less.

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Professional Services Firm of the Year

This award is for organisations that provided specialty professional services to the New Zealand insurance industry between 1 April 2018 and 31 March 2019. These include accounting, actuarial, consulting, loss adjusters, recruiters and legal services.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured; b. what percentage of your revenue is derived from the insurance industry; c. a description of the insurance customer segments you work with, the number of insurance clients you support and how you service them.	10%
2. Overview the measures you have in place to assess customer satisfaction, providing the data and comment on the results.	15%
3. Describe any innovations or significant changes introduced during the period and how these have benefited your business and the insurance industry.	20%
4. Describe how you induct new staff in relation to the insurance industry and provide ongoing learning and development opportunities to enhance their understanding of the industry.	20%
5. Provide an overview of your commitment during the period to the insurance industry. This may include, but is not limited to, participation in committees, sponsorships, writing industry papers, research and contribution to publications, conferences, education and professional development.	20%
6. Identify the changes you see to the insurance market in the next 3–5 years and describe what you are doing to prepare for these and how you are engaging your clients in this.	15%

The submission MUST be 1,800 words or less.

Service Provider to the Industry of the Year

This award recognises organisations that have made a significant contribution to the New Zealand insurance industry through services provided between 1 April 2018 and 31 March 2019. This includes retailers, investigators, specialist claims providers, claims preparers and building services. Businesses eligible for other industry award categories, including professional services, underwriting agencies, insurance brokers and insurers are not eligible to apply for this category.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your business. This should include: a. how the business is structured; b. what percentage of your revenue is derived from the insurance industry; c. a description of the insurance customer segments you work with, the number of insurance clients you support and how you service them.	10%
2. Describe how your business supports the insurance industry to be more effective in its day-to-day operations. Provide evidence.	20%
3. Give an overview of how you measure satisfaction and provide the data.	15%
4. Describe any innovations or significant changes introduced during the period and how these have benefited your business, the insured and insurer.	20%
5. Describe how you induct new staff in relation to the insurance industry and provide ongoing learning and development opportunities to enhance their understanding of the industry.	15%
6. Beyond your day-to-day business dealings, describe how your company supports the insurance industry. This may include, but is not limited to, participation in committees, sponsorships, writing industry papers, conducting research and contribution to publications, conferences, education and professional development.	10%
7. Identify the changes you see to the insurance market in the next 3–5 years and describe what you are doing to prepare for these and how you are engaging your clients in this.	10%

The submission MUST be 1,800 words or less.

Excellence in Workplace Diversity and Inclusion

This award recognises and promotes organisational excellence and achievement in diversity and inclusion in the workplace and the wider New Zealand insurance industry between 1 April 2018 and 31 March 2019. Some of the key aspects of workforce diversity are age, ethnicity, gender, sexuality, religion and disability.

Your organisation must demonstrate that it has specific initiatives already in place to promote diversity and inclusion. These initiatives must be appropriate and relevant to your organisation and its employees. These could include:

- Training programs in diversity and inclusion for staff;
- An organisation inclusion and/or diversity policy;
- Employee access to diversity and inclusion resources (e.g. training materials, an on-line diversity calendar, buddy programs, ebooks or elearning);
- Community projects that offer opportunities for others inside and outside of the organisation.

Criteria

Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of your workplace diversity programs and initiatives. Include: a. business objectives; b. purpose and background; c. details of why workplace diversity and inclusion is important to your business; d. link to overall corporate strategy.	15%
2. Provide evidence and/or data to demonstrate an organisational behaviour/culture change approach as a result of the diversity and inclusion initiatives in the organisation. Include engagement or satisfaction data and any evidence you have of behavioural change.	20%
3. Describe the programs in place or opportunities available within your company to demonstrate diversity and inclusion in your workplace Provide evidence.	30%
4. Provide the data and comment on any changes and trends in the following areas of diversity for your staff: a. gender; b. age; c. changes over the last 5 years in the proportion and diversity of staff; throughout the organisation across role types (from entry level to board); d. flexible work arrangements – including parental leave; return to work, support for caregivers (children, elderly and other dependants); e. gender pay equality.	20%
5. Overview your recruitment approach to attracting and retaining a diverse workforce of insurance professionals.	15%

Submissions **MUST** be 2,000 words or less.

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FidelityLife

Insurance Learning Program of the Year

This award recognises the efforts of organisations that have demonstrated a genuine commitment to improving the professionalism of their people through the development and launch of a learning program between 1 January 2018 and 31 December 2018.

Criteria

Submissions must highlight one learning program (excluding leadership, safety and soft skills programs), that demonstrates commitment to developing the skills staff require to be successful in their roles. Submissions must address all the following criteria in relation to your **New Zealand** operations:

1. Provide an overview of the learning program or initiative. This should include: a. a description; b. the purpose and background; c. specific learning or performance outcomes; d. the link between the learning or performance outcomes and your business strategy.	20%
2. Describe the design of the learning program or initiative and the process and/or people used to develop the initiative.	20%
3. Describe how you delivered the program or initiative and why you chose that delivery option	20%
4. Describe any challenges, constraints and limitations and how you overcame them.	10%
5. What impact has the program or initiative had on your learners and the business? How has the learning led to more successful business performance? How did you measure this? Include data and describe the findings.	20%
6. What lessons did you learn and how would you apply these learnings to any future programs or initiatives.	10%

The submission MUST be 2,200 words or less.

Young Insurance Professional of the Year

This award recognises a young insurance professional who has demonstrated outstanding commitment, achievement and passion in the New Zealand insurance industry during the period 1 April 2018 and 31 March 2019. This award should be self-nominated and written by the nominee.

Criteria

The candidate must be under 35 years of age at 31 March 2019 and have more than three years of experience in the industry. Previous entrants are eligible to apply up to three times in total.

Submissions must address all the following criteria:

1. Provide a brief career synopsis. Include the age at which you first joined the industry, what attracted you to it and outline the roles you have held.	5%
2. Provide an overview of any formal study, qualifications and professional development undertaken over the past 3 years.	15%
3. Describe why you are passionate about working in insurance,	10%
4. Provide an overview of what your top achievement in 2018 was and describe why. Include data or evidence to support this.	20%
5. Provide examples of where you contributed to the insurance industry. This may include, but is not limited to, participation in committees, writing industry papers, contribution to publications and speaking at conferences, to community groups or to schools.	15%
6. Outline your career goals and your plan to achieve your major milestones.	20%
7. Overview what you see as the major challenges within the insurance market in the next 3–5 years, and describe what you are doing to prepare yourself for these.	10%
8. Describe why winning this award is important to you.	5%

The submission MUST be 1,750 words or less.

Broking Professional of the Year

This award is open to any experienced individual broker who has consistently demonstrated outstanding achievement as an insurance broker throughout their career in New Zealand, adding value for customers, colleagues and their employer. They must have been employed in the New Zealand insurance industry during the period 1 April 2018 – 31 March 2019. This category can be entered into through direct submission or nomination by a third party.

Criteria

Submissions should include:

1. A brief career synopsis.	10%
2. An overview of any formal study or qualifications and describe your overall approach to your own professional development.	10%
3. An overview of your portfolio including size and breadth and/or other general responsibilities in your current role.	10%
4. Describe your approach to business development, ongoing client servicing and highlight how you add value to your clients. Provide data and evidence to support customer satisfaction.	30%
5. Provide examples of where you have displayed industry leadership. This may include, but is not limited to, participation in industry bodies, contribution to publications and speaking at conferences, within your business and/or across the wider community. How have you contributed to the personal development/mentoring of others within the industry or your organisation?	15%
6. Overview what you consider to be your most significant contribution in your broking job role to date and explain why.	15%
7. Testimonials from at least two senior insurance leaders.	10%

The submission must be 1,750 words or less.

If you are nominating someone else, please describe your relationship to that individual.

Insurance Leader of the Year

This award is open to any individual in the New Zealand insurance industry who has demonstrated outstanding leadership during 2018 that has benefited the insurance industry. This category can be made through direct submission or nomination by a third party.

Criteria

Submissions should include:

1. A brief career synopsis.	10%
2. An overview of any formal study or qualifications and describe your overall approach to your own professional development.	10%
3. An example of where you applied and implemented outstanding leadership of a major initiative during 2018. Describe the impact on the business, the industry and the customers.	50%
4. An overview of how you promote the insurance industry to the market, broader community and/or government to improve its image and reputation. Please provide examples.	30%

The submission MUST be 1,500 words or less.

If you are nominating someone else, please describe your relationship to that individual.

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ANZIIF Lifetime Achievement Award

This award recognises an outstanding individual who has significantly contributed to the advancement, promotion and improvement of the insurance industry in New Zealand over the span of their career. The candidate must have worked in the insurance industry over a period of at least 10 years with the majority of their work being undertaken in New Zealand. This category can be made through direct submission or nomination by a third party.

Criteria

The submission should include:

1. A brief career synopsis.
2. Examples of outstanding leadership displayed throughout their career, including major initiatives, improvements and successes in their business and the market.
3. A description of their personal contribution to the development, advancement, promotion and improvement of the insurance industry. This can include, but is not limited to, participation in committees, contribution to publications and white papers, and speaking at conferences.
4. Describe the legacy that they have left through their work in the industry.

The submission MUST be 1,500 words or less.

If you are nominating someone else, please describe your relationship to that individual.

